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In the Claims:

1-92 (Cancelled)

93. (Original) A method for managing communications, comprising:

processing inbound communications;
processing outbound communications;
obtaining a statistic on said outbound communications; and
adjusting said processing of said inbound communications based upon said statistic.

94. (Original) The method of claim 93, wherein said step of processing inbound communications comprises connecting said inbound communications to agents; and said step of adjusting said processing comprises reducing the number of said inbound communications which are connected to said agents if said statistic exceeds a predetermined value.

95. (Original) The method of claim 93, wherein said step of processing inbound communications comprises connecting said inbound communications to agents; said step of obtaining a

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statistic on said outbound communications comprises obtaining information on the duration of said outbound communications, and said step of adjusting said processing comprises reducing the number of said inbound communications which are connected to said agents if said duration exceeds a predetermined value.

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96. (Original) A method for managing communications, comprising:

processing inbound communications;
processing outbound communications;
obtaining a statistic on said inbound communications; and
adjusting said processing of said outbound communications based upon said statistic.

97. (Original) The method of claim 96 wherein said step of processing outbound communications comprises initiating said outbound communications, and said step of adjusting comprises reducing the number of said outbound communications which are initiated if said statistic exceeds a predetermined value.

98. (Original) The method of claim 96 wherein said step of processing outbound communications comprises initiating said outbound communications, said step of obtaining a statistic on said inbound communications comprises obtaining information on the duration of said inbound communications, and said step of adjusting said processing comprises reducing the number of said outbound communications which are initiated if said duration

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exceeds a predetermined value.

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99. (Original) A method for managing communications, comprising:

providing for the processing inbound communications;

providing for the processing outbound communications;

obtaining a statistic on said inbound communications; and

providing for adjusting said processing of said outbound communications based upon said statistic.

100. (Original) The method of claim 99 wherein said step of providing for the processing outbound communications comprises initiating said outbound communications, and said step of providing for adjusting said processing comprises reducing the number of said outbound communications which are initiated if said statistic exceeds a predetermined value.

101. (Original) The method of claim 99 wherein said step of providing for the processing of outbound communications comprises initiating said outbound communications, said step of obtaining a statistic comprises obtaining information on the duration of said inbound communications, and said step of providing for adjusting said processing comprises reducing the number of said outbound

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communications which are initiated if said duration exceeds a
predetermined value.

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102. (New) A method for managing communications, comprising:
processing inbound communications;
processing outbound communications into fixed and temporary
queues;
obtaining a statistic on said temporary outbound queues; and
adjusting said processing of said inbound communications
based upon said statistic.

103. (New) The method of claim 93, wherein said step of
processing inbound communications comprises connecting said
inbound communications to agents; and said step of adjusting said
processing comprises reducing the number of said inbound
communications which are connected to said agents if said
statistic exceeds a predetermined value.

104. (New) The method of claim 93, wherein said step of
processing inbound communications comprises connecting said
inbound communications to agents; said step of obtaining a
statistic on said outbound communications comprises obtaining
information on the duration of said outbound communications, and
said step of adjusting said processing comprises reducing the

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number of said inbound communications which are connected to said
agents if said duration exceeds a predetermined value.

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105. (New) A method for managing communications, comprising:
processing inbound communications into fixed and temporary
queues;
processing outbound communications;
obtaining a statistic on said temporary inbound queues; and
adjusting said processing of said outbound communications
based upon said statistic.

106. (New) The method of claim 96 wherein said step of
processing outbound communications comprises initiating said
outbound communications, and said step of adjusting comprises
reducing the number of said outbound communications which are
initiated if said statistic exceeds a predetermined value.

107. (New) The method of claim 96 wherein said step of
processing outbound communications comprises initiating said
outbound communications, said step of obtaining a statistic on
said inbound communications comprises obtaining information on the
duration of said inbound communications, and said step of
adjusting said processing comprises reducing the number of said
outbound communications which are initiated if said duration

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exceeds a predetermined value.

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108. (New) A method for managing communications, comprising:
providing for the processing inbound communications into
fixed and temporary queues;
providing for the processing outbound communications;
obtaining a statistic on said temporary inbound queues; and
providing for adjusting said processing of said outbound
communications based upon said statistic.

109. (New) The method of claim 99 wherein said step of
providing for the processing outbound communications comprises
initiating said outbound communications, and said step of
providing for adjusting said processing comprises reducing the
number of said outbound communications which are initiated if said
statistic exceeds a predetermined value.

110. (New) The method of claim 99 wherein said step of
providing for the processing of outbound communications comprises
initiating said outbound communications, said step of obtaining a
statistic comprises obtaining information on the duration of said
inbound communications, and said step of providing for adjusting
said processing comprises reducing the number of said outbound

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communications which are initiated if said duration exceeds a
predetermined value.